



MACHAKOS UNIVERSITY
University Examinations for 2018/2019 Academic Year
SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT
DEPARTMENT OF HOSPITALITY MANAGEMENT

**SECOND YEAR SPECIAL/SUPPLEMENTARY EXAMINATION FOR
BACHELOR OF SCIENCE (HOSPITALITY AND TOURISM MANAGEMENT)**

HTM 214(2): FOOD AND BEVERAGE SERVICE LAB 1

DATE:

TIME:

INSTRUCTIONS:

This paper consist of TWO sections A and B

ANSWER ALL QUESTIONS IN SECTION A AND ANY TWO IN SECTION B

SECTION A: COMPULSORY - (30 MARKS)

SECTION A: ANSWER ALL QUESTIONS

1.

- a) Identify FIVE total package which constitute a product for sales promotion, of food and beverage in Hospitality industry. (5 marks)
- b) Outline FIVE points to note if a table cloth is laid correctly. (5 marks)
- c) Highlight FOUR steps on how to handle a quest complaint in a hospitality establishment (4 marks)
- d) Mention the equipment that is used in the setting up of an a la'carte cover (6 marks)
- e) Describe the uses of a service plate (5 marks)
- f) Explain the service of Iced Tea (5 marks)

SECTION B: ANSWER ANY TWO QUESTIONS

- 2.
- a) Explain the difference between Entre'es and Revele's (4 marks)
 - b) Highlight the meaning of the following alcoholic beverages
 - i. Cider
 - ii. Perry
 - iii. Liqueurs
 - iv. Rum
 - v. Brandy
 - vi. Aperitifs (6 marks)
 - c) Explain the steps of presenting a bill to a guest (10 marks)
- 3.
- a) Highlight why it is important the Restaurant Manager to brief his staff before embarking on duties for the day (10 Marks)
 - b) Explain in point form the preparation and service of Irish coffee. (10 marks)
- 4.
- a. Describe the service of stout to a customer in a restaurant (10 Marks)
 - b. As a Manager, explain FIVE factors to be considered in selecting the type of Food and Beverage service Method for a catering establishment (10 marks)
- 5.
- a. As a cafeteria Manager, explain to your staff the counter preparation required before service. (10 marks)
 - b. Differentiate between the following types cafeteria service as applied in the following Hospitality sector (4 marks)
 - i. Free flow cafeteria
 - ii. Supermarket cafeteria system
 - c. Explain the following types of Food and Beverage service practiced in the hospitality industry (6 marks)
 - i. Single point service
 - ii. Take Away
 - iii. Vending
 - iv. Kiosk
 - v. Food courts
 - vi. Bar